

Dear Customer,

Thank you for purchasing Accountant, Inc. to use with your Commodore 128 computer.

You've just paired an excellent hardware and software combination. We hope the results will have a very positive impact on your business productivity.

To get the most out of Accountant, Inc. we recommend that you set aside the time to read the manual and follow the tutorial. Going through once is probably sufficient to fully understand the system.

We also recommend that you carefully plan your move to computer and allow time to iron out any problems you might encounter.

License Agreement and Warranty.

These two issues are covered in the manual but, because of their importance, they deserve a clear explanation.

License Agreement

The program master disk is not copy protected. We feel that the program is a vital part of your daily operations and you should have plenty of back up copies on hand in case one "breaks down."

However the license agreement explicitly states that these copies are made for your own use and cannot be sold, given to and transferred to another person in any way.

Warranty

The warranty period on the disk is for 90 days. This mainly covers the physical operation of the disk. That means we'll replace it for free in the event it fails to load or somehow loses the program. Of course we'll happily replace the disk after the warranty period expires but we charge a nominal fee for doing so (\$9.50) Since you can and should make copies of the disk it's very unlikely you'll ever need to exercise this warranty.

Service Policy

Because the program is not copy protected, we have created some specific guidelines in order to limit support to authorized owners.

The service policy applies to the customer service support that you can get from us. However in order to receive any customer service support, you must send in the registration card that is enclosed, along with a copy of your purchase receipt. Because the master disk is not copy protected, we cannot provide any support to people who call or write that are not registered owners.

As a Registered Owner of Accountant, Inc. you are entitled to 30 days of free unlimited customer support. You can call the number enclosed or write to our address or use our electronic mail box for service.

Customer service:	(212) 685-2080	M-F, 9-5 EST
Electronic Mail:	MCI	Softsync
	Compuserve	72416, 1012

We have a team of technical and financial experts that can answer questions for you. While a phone call is quickest, our electronic mail is a fast, inexpensive, way to reach us. We check them every day and respond right away (unless the question needs a little research).

After the 30 day free service period expires, service is still available but we will charge \$1 per minute. The procedure works as follows:

When you call or write for service, we will search our data base for your registration card and the date it was received. If the 30 day free service period has expired, we will ask you that nature of the problem. We will not charge for warranty related problem, such as a disk that won't load, but simply replace the disk or solve the problem.

If the service problem is related to setting up, operation, information covered in the documentation or general advice, we will charge by the minute. We can accept MasterCard and Visa credit cards as payment.

If you write you should include your card number and expiration date. We will send you a receipt of the charges along with the solutions. Generally we can answer questions without delay but if the solution will exceed \$15 in charges we will give you an estimate of the charges in advance.

Miscellaneous

Having your printer operating properly is critical to the operation of the program. Therefore we urge you to carefully follow the instructions in the printer sections. And we advise you to perform the following tests each time you start up one of the modules to be sure your printer is "on line." When you load the General Ledger, print the customer list. When you load the Accounts Receivable or Payable ledgers, print an aged listing. Even if there is no information in the program yet, these will test the printer hook up, the 132 column print and double width print modes. Always be sure the printer is selected and "on line."

In the General Ledger section, on page 19 it says you can open 240 accounts and on page 131 it says 140 accounts. The correct amount for General Ledger accounts is 140.

The maximum number the program allows is \$9,999,999.99.

Thank you for purchasing Accountant, Inc. We hope it will be a valuable addition to your business.

Sincerely,

SOFTSYNC, INC.